



## IT Infrastructure Committee Minutes

**Wednesday, January 17, 2007**

VITA Operations Center  
110 S. 7<sup>th</sup> Street, Richmond

### Attendance

#### Members Present:

Len Pomata, Chairman  
Jim McGuirk

Hiram Johnson  
Dr. Mary Guy Miller

#### Members Absent:

Scott Pattison

#### Others Present:

Judy Napier, Deputy Secretary of  
Technology  
Lemuel C. Stewart, Jr., CIO of the  
Commonwealth  
Fred Duball, VITA Service Management  
Organization Director

Joe Fay, Northrop Grumman Relationship  
Manager  
Jenny Hunter, VITA, Committee Staff

### Welcome and Call to Order

IT Infrastructure Committee Chairman Len Pomata called the meeting to order at 3:39 p.m. At the request of the Chairman, Committee Staff Jenny Hunter called the roll and confirmed the presence of a quorum.

### Approval of the Minutes

Mr. Pomata introduced the draft minutes from the October 18, 2006, meeting of the Committee.

*Mr. McGuirk made a motion to approve the minutes as presented; Mr. Johnson seconded the motion. The motion passed unanimously.*

### IT Infrastructure Partnership Briefing

At the request of Mr. Pomata, VITA Service Management Organization Director Fred Duball and Northrop Grumman Relationship Manager Joe Fay provided an update on the IT Infrastructure Partnership. Mr. Duball said the IT Infrastructure Partnership is initiating transformation at agency sites, with visible and tangible benefits to customers; developing and coordinating initiatives to improve customer satisfaction and customer experience; and undertaking detailed planning to support implementation of decentralized service rates.

## Service Delivery

Mr. Fay presented service delivery metrics, including percentage of enterprise covered and quality of service. The service delivery staff is starting to collect agency metrics from the field and continuing to monitor metrics for central, or legacy, services. December 2006 is the first month all central metrics were met or exceeded. In response to a question from Mr. Johnson, Mr. Fay clarified the August 2006 average speed to answer rate was 33 seconds, not 3 seconds as appeared on the slide.

In response to questions from Dr. Miller, Mr. Duball said the call abandonment rate measures the number of times customers call the help desk and disconnect the call, presumably because they have been on hold too long.

In response to questions from Mr. Pomata, Mr. Fay said the service delivery team is focused on improving services where metrics show red or yellow, where possible prior to transformation. Following transformation, the enterprise will be looked at more uniformly.

Mr. Fay noted that the number of critical incidents has declined since service commencement date in July 2006.

## Infrastructure Transformation

Mr. Fay said the partnership remains focused on employees who perform service delivery, managing a matrix environment where two-thirds of employees are Northrop Grumman and one-third of employees are VITA managed employees. In the last quarter, there were a number of high-touch employee outreach activities.

Mr. Fay presented the transformation rollout overview for desktop refresh, incident management and e-mail global address list (GAL) synchronization and the schedule of pilot agencies. He also presented the schedule of planned agencies for the first two quarters of the year. The dates are planned start dates, and will be finalized with the agencies.

In response to questions from Mr. McGuirk, Mr. Fay said the Commonwealth Enterprise Solutions Center (CESC) facility is on schedule for occupancy by July 1. Mr. Duball said he toured the building and was encouraged by the progress, particularly around long-lead items like raised floors, generators and cabling, all of which were completed. Mr. Fay said the Southwest Enterprise Solutions Center (SWESC) is on track to go online November 1.

In response to questions from Dr. Miller, Mr. Duball said not all agency computers will be replaced during the desktop refresh. With a few exceptions, all machines will be touched to install software, and those that are at or near the end of their useful life will be replaced.

Mr. Duball and Mr. Fay provided an overview of transformation plans for end user services, data center services, network services and security services. All milestones have been completed or are on track to being completed, with one exception. Mr. Fay said the desktop refresh milestone is slightly delayed due to a delay with hardware orders, but is on track for a January 22 deployment. He does not anticipate the delay will impact the overall program.

In response to questions from Mr. Pomata and Mr. McGuirk, Mr. Duball and Mr. Fay agreed to provide milestone information to show when the two new facilities become fully operational, beyond the date they physically open.

In response to a question from Mr. Pomata, Mr. Duball said there may be opportunities to pull some facility-related activities forward on the schedule. He said he feels good about creating momentum with pilot agencies and early adopters to help manage change at the

agency level. Mr. Fay said the team had moved past items with the facilities that could have introduced delay and noted the schedule is aggressive.

Mr. McGuirk encouraged the team to look at the progress and experience from the past six months and look for opportunities to pull some transformation items forward in the schedule. He encouraged the team to think about what would be the best-case scenario for completing transformation in fewer than 36 months. He commended Mr. Duball and Mr. Fay and their teams for the good work they have done.

### Customer Satisfaction

Mr. Duball said customer satisfaction is a top priority for the partnership. VITA and Northrop Grumman are working together to improve customer satisfaction, improve quality of service delivery and establish effective measurements and feedback channels. The partnership is actively engaging customers, having created the Partnership Advisory Council nearly a year ago. The partnership also participates in the monthly communications exchange meetings hosted by CIO of the Commonwealth Lem Stewart for all agency IT resources (AITRs).

The AITRs created the Procurement Working Group to address two of their top customer satisfaction issues: request for services and procure-to-pay processes. Based on the workgroup's feedback and involvement, the partnership has made improvements to both processes, resulting in speedier procurement and more efficiencies.

Mr. Fay said the partnership is engaging service delivery employees to create a mindset for excellent customer service and continuous improvement and to push out infrastructure best practices across the enterprise. Mr. Duball said the partnership is implementing Web-based surveys in help desk, desktop support and enterprise messaging this quarter to measure service delivery effectiveness.

### Small, Woman and Minority-Owned (SWaM) Business

Mr. Fay said Northrop Grumman is committed to SWaM usage for the program. The year-to-date SWaM spend is 33 percent of discretionary spend. Northrop Grumman is looking at ways to increase the use of SWaM businesses.

### Partnership Finances

Mr. Duball presented the partnership budget and forecast for FY 2007. He said the overall budget is projected to overrun beginning in February if no action is taken. VITA and Northrop Grumman have identified three potential actions to address budget impact. Both parties have agreed to a \$1.5 million performance bond adjustment. Both parties agree in principle to addressing contract pre-paid items (estimated \$5.5 million) and refreshing network or server components on an as-needed basis following the initial refresh (estimated \$2.0 million). VITA and Northrop Grumman are working through the details of the last two budget impact actions.

The committee members discussed the changes to the rate structure as they relate to federal cost allocation plans and the opportunity to find savings in the "managed expenses" area of the partnership budget. Mr. Stewart clarified that the gap between the \$236 million budget cap and the \$225 million projected budget is the federal relationship. The committee members agreed that \$225 million should be the budget management target, with incremental growth as transformation occurs, the federal government takes action on the rates, and as better numbers are available.

In response to questions from Mr. McGuirk and Mr. Pomata, Mr. Stewart said accelerating refresh may not be the best option as the federal government does not allow a refresh of an asset until it reaches the end of its useful life.

Mr. Pomata requested an update on partnership finances in March prior to the next ITIB meeting in April.

### **Independent Verification & Validation (IV&V) Report**

Mr. Duball presented the findings of CACI in its second assessment of the partnership program. The maturity level is 2+ (repeatable) with no major negative findings, 12 new positive findings, and 63 new minor negative findings. The program retained all 180 positive findings and closed 62 percent of the 138 minor negative findings from the initial assessment.

The first assessment examined program governance. The second assessment reviewed program governance and stakeholder relationship management. The third assessment is scheduled for April. In response to a question from Dr. Miller, Mr. Duball said the assessments are conducted on a quarterly basis.

### **New Business**

There was no new business.

### **Public Comment**

There was no public comment.

### **Adjournment**

Mr. Pomata adjourned the meeting at 4:55 p.m.